ATTACHMENT 7

Consumer Confidence Report Certification Form (to be submitted with a copy of the CCR)

Water System Name: Monte Vista Water District					
Wate	er Syste	m Number: 3610029			
The water system named above hereby certifies that its Consumer Confidence Report was distributed on 5/1/13 - 6/30/13 (date) to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the California Department of Public Health. Certified by: Name: Hank Aceves					
		Signature:	-15-2·		
		Title:	Water Systems Supervi	sor	
		Phone Number:	(909) 624-0035		July 1, 2013
	ems the	nt apply and fill-in where	and good-faith efforts to appropriate: or other direct delivery		
	delive CCR Delive secon	ery methods used). was distributed using of ery Memorandum (wate d page).	electronic delivery meth er systems utilizing elec	ods described by the tronic delivery metho	February 2013, CCR ds must complete the
		wing methods: Posting the CCR a www.reporte.mvwd.or		www.mvwd.org; v	vww.report.mvwd.org;
		Advertising the available Publication of the CC published notice, inclusion Posted the CCR in publication of multiple control of the CCR in publication of multiple control of the CCR in publication of multiple control of the CCR in publication of the C	stal patrons within the se bility of the CCR in news R in a local newspaper ding name of newspaper lic places (attach a list of opies of CCR to single-b	media (attach copy of of general circulation and date published) locations)	press release) (attach a copy of the
\boxtimes	•	Other (attach a list of c	organizations (attach a lather methods used) 00,000 persons: Posted		cessible internet site at
	For p	rivately-owned utilities:	Delivered the CCR to th	e California Public Uti	ilities Commission
This fo	•	rovided as a convenience and n	nay be used to meet the certific	ation requirement of section	64483(c), California Code of

Consumer Confidence Report Electronic Delivery Certification

Water systems utilizing electronic distribution methods for CCR delivery must complete the below by checking all items that apply and fill-in where appropriate. Water system mailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available website where it can be viewed (attach a copy of the mailed CCR notification). URL: www.report.mvwd.org Water system emailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed (attach a copy of the emailed CCR notification). URL: www.report.mvwd.org Water system emailed the CCR as an electronic file email attachment. Water system emailed the CCR text and tables inserted or embedded into the body of an email, not as an attachment (attach a copy of the emailed CCR). Requires prior CDPH review and approval. Water system utilized an additional electronic delivery method that meets the direct delivery requirement. Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery. Monte Vista Water District included a bill insert with its March-April 2013 bills alerting customers to the change in distribution method of the 2012 CCR (from direct mail to dedicated URL) and informing them how to request a hard copy CCR. The District then included a bill message on its May-June 2013 bills with the dedicated URL to the CCR, a statement of the importance of the CCR, and information on how to request a hard copy; this was accompanied by a bill insert with the same information. The District also has added a message on the back of the bill stub, starting with the May 2013 bills, providing the dedicated URL and a check box for receiving hard copies of the most recent and all subsequent CCRs. The District's Online Bill Pay customers received a dedicated email on June 13, 2013 with the same information as above. Non-bill-paying water consumers were mailed postcards with the same information. All above communications were bilingual, and an additional dedicated URL was created to a Spanish language version of the CCR. Additional details on these electronic delivery methods, including samples, can be found on and following the attached description of all District methods of distributing its

2012 CCR.



CDPH – Drinking Water Program Government Center – 4th Floor 464 West 4th Street Suite 437 San Bernardino, California 92401

Monte Vista Water District: 2012 Consumer Confidence Report

Enclosed is a copy of the 2012 Consumer Confidence Report (Annual Water Quality Report), published by Monte Vista Water District for distribution to customers in accordance with state and federal regulations, and a signed copy of the District's Consumer Confidence Report Certification Form. In addition to the confirmation of distribution document, a detailed listing of methods of distribution is also attached.

If you have any questions, please contact me or the personnel listed on the certification form.

Sincerely,

Monte Vista Water District

Hank Aceves

Water Systems Supervisor

Enclosures

10575 Central Avenue, Post Office Box 71 • Montclair, CA 91763 • (909) 624-0035 • FAX (909) 624-4725 • www.mvwd.org



2012 Consumer Confidence Report Methods of Distribution

The short URL (<u>WWW.REPORT.MVWD.ORG</u>) directly linked to the Monte Vista Water District 2012 Consumer Confidence Report (Annual Water Quality Report) was delivered to District bill-paying customers and communicated to District water consumers in the following manner:

1. Bill-Paying Water Customers - Standard Mailed Bills

- Bill insert included with March-April 2013 bills alerting customers to change in distribution method of 2012 CCR (from direct mail to dedicated URL)
- ♦ Bill message on May-June 2013 bills
- Bill insert included with May-June 2013 bills
- Back of bill stub message (will be included on all bills starting May 2013)

2. Bill-Paying Water Customers - Online Bill Pay

• Dedicated email on June 13, 2013 to all Online Bill Pay customers

3. Non-Bill-Paying Water Consumers

• Postcard mailed to identified service area addresses not receiving bills

ALL of the above communications are attached and included the following information:

- Prominently displayed the short URL (<u>WWW.REPORT.MVWD.ORG</u>) directly linked to 2012 CCR (except March-April 2013 bill insert—see above)
- Short statement on water quality and importance of report
- ♦ Bi-lingual (including short URL to Spanish language version of report, WWW.REPORTE.MVWD.ORG)
- Provided phone number to request delivery of hard copy of CCR

Hard copies of the 2012 CCR were delivered in the following manner:

- Mailed to Online Bill Pay customers whose emails "bounced" and who do not receive paper bills
- Mailed to water customers/consumers upon request
- Distributed by hand to multi-family complexes without postal mailing addresses
- Distributed to all local public agencies and locations for display (see below)
- Distributed through email newsletter and on website
- **♦** Distributed at Customer Service Counter
- Distributed to District employees and the Board of Directors

The direct URL to the report is linked on the District's website (<u>WWW.MVWD.ORG</u>) under "Public Documents" and "Water Quality Reports."

A hard copy of the report was sent to the following:

Community Organizations:

- ♦ Montclair Public Library
- Chino Public Library
- ♦ Montclair Community Center
- ♦ Montclair Chamber of Commerce
- ♦ Chino Basin Water Conservation District

Elected Officials:

- Gloria Negrete McLeod, U.S. House of Representatives, 35th District
- ♦ Norma Torres, Member of the California State Senate, 32nd District
- Gary Ovitt, Supervisor, 4th District, County of San Bernardino

Local City Governments:

- City of Montclair
- **♦** City of Chino

Water Agencies:

- Water Facilities Authority

School Districts:

- ♦ Ontario-Montclair Unified School District
- ♦ Chino Valley Unified School District
- ♦ Chaffey Joint Union High School District

Copies of the report are displayed prominently in the District's lobby and are available to customers or interested parties at the **customer service department** or **upon request.**

Copies of the report are distributed at **outreach events in the community**, including health fairs, community events, school events, chambers of commerce, and other venues.

Spanish language versions of the report are available upon request from the District's Customer Service or Public Affairs Departments. The direct online link to the Spanish language version of the report is <a href="https://www.neponte.com/www.neponte.





Attention Customers!

Important information about your Annual Water Quality Report

This year, Monte Vista Water District's Annual Water Quality Report will be available online in order to reduce paper waste and improve accessibility.

This Report contains important information about the source and quality of your drinking water. If you would like a paper copy mailed to your home, please call 909-267-2130.

For more information about your water supply, visit www.mvwd.org and click "Your Water."

Atención Clientes!

Información importante sobre su Reporte Anual de Calidad de Agua

Este año el Reporte Anual de Calidad de Agua de Monte Vista Water District será disponible electrónicamente para reducir los residuos de papel y mejorar la accesibilidad.

Este reporte contiene información importante acerca del origen y la calidad de su agua potable. Si desea una copia por correo, favor de llamar al 909-267-2130. Para mas información sobre sus fuentes del suministro de agua, visite www.mvwd.org y haga clic en "Your Water."



PO BOX 71 10575 Central Ave. Montclair, CA 91763 - 0071 www.mvwd.org

(909) 624 - 0035 Mon - Thurs 7:30 am - 5:30 pm ; Fri 8:00 am - 5:00 pm

> WATER CUSTOMER 100 WATER WAY MONTCLAIR CA 91763

PAY YOUR BILL ONLINE AT WWW.MVWD.ORG

ACCOUNT NUMBER 999-999-99 SERVICE ADDRESS 100 WATER WAY CURRENT CHARGE 89.61 **TOTAL AMOUNT DUE** \$89.61

03/31/2010

AMOUNT INCLUDED \$

DUE DATE

MONTE VISTA WATER DISTRICT PO BOX 71 10575 CENTRAL AVE MONTCLAIR, CA 91763-0071



Please return this stub with your payment. Make checks payable to MVWD.

MONTE VISTA WATER DISTRICT PO BOX 71

10575 CENTRAL AVE

MONTCLAIR, CA 91763-0071 www.mvwd.org						
BILL DETAIL						
Your Water Budget For This Period In Units 39						
Your Water Consumption			34			
Readiness To Serve		\$	36.38			
Consumption						
Tier 1 Indoor Use	\$1.408 x 24		33.79			
Tier 2 Outdoor Use	1.608 x 10		16.08			
Tier 3 Inefficient Use	2.100 x 0		0.00			
Tier 4 Excessive Use	3.216 x 0		0.00			
Total Consumption Charge	•	\$	49.87			
Pass Through Charges			0.00			
Chino Basin Watermaster			0.00			
Southern California Edisor	<u>-</u> '		0.00 0.00			
Metropolitan Water District	3.89%		3.36			
Montclair Utility Tax	_					
Total Pass Through Charg	е	\$	3.36			
Total For This Period		\$	89.61			
Due Immediately	•	0.00				
·						
Total Amount Due		\$	89.61			

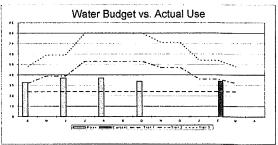
BILL SUMMARY

CUSTOMER NAME	WATER CUSTOMER
SERVICE ADDRESS	100 WATER WAY
ACCOUNT NUMBER	999-999-99
BILLING PERIOD	1/1/2010 - 2/28/2010
TOTAL AMOUNT DUE	\$89.61

SPECIAL MESSAGES

Your Annual Water Quality Report is available. Type "WWW.REPORT.MVWD.ORG" in your Internet browser. The report contains important water quality information. To receive a paper copy, call 909-267-2130. Para Español, teclea "WWW.REPORTE.MVWD.ORG" en el navegador.

Meter#	Current Read	Previous Read
000000000	2448	2414



Your water efficiency rating this billing period is:

EFFICIENT

Thank you for being an efficient water user!

Number of days in this billing period: 58 1 unit = 100 cubic feet = 748 gallons

Charges billed through closing date of 2/28/2010





Attention Customers!

Monte Vista Water District's Annual Water Quality Report is now available online!

To read the Report, visit WWW.report.mvwd.org

This Report contains important information about the source and quality of your drinking water. If you would like a paper copy malled to your home, please call 909-267-2130. For more information about your water supply, visit **www.mvwd.org** and click "Your Water."

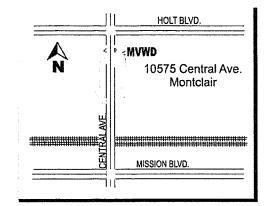
Atención Clientes!

El Reporte Anual de Calidad de Agua de Monte Vista Water District ya esta disponible electrónicamente!

Para leer el Reporte, visite WWW.reporte.mvwd.org

Este reporte contiene información importante acerca del origen y la calidad de su agua potable. Si desea una copia por correo, favor de llamar al 909-267-2130.

Para mas información sobre sus fuentes del suministro de agua, visite **www.mvwd.org** y haga clic en "Your Water."



CHANGE OF ADDRESS

NAME			
NEW ADDRESS			
CITY	STATE	ZIP	
PHONE	DAYTIME PI	IONE	

MONTE VISTA WATER DISTRICT P.O. BOX 71 & 10575 CENTRAL AVENUE MONTCLAIR, CALIFORNIA 91763-0071 www.mvwd.org

☐ I request a paper copy of the next Annual Water Quality Report. Visit www.report.mywd.org to read the latest Report. Quiero solicitar una copia del próximo Reporte Anual de Calidad de Agua. Visite www.reporte.mvwd.org para leer el último Reporte.

OFFICE HOURS MONDAY - THURSDAY - 7:30 AM - 5:30 PM FRIDAY - 8:00 AM - 5:00 PM PHONE: (909) 624-0035 FOR BUSINESS CALLS AND 24-HOUR EMERGENCY SERVICE

IMPORTANT INFORMATION CONCERNING YOUR BILL

Paying Your Bill

Your bill is due and payable on or before the due date. You may send your payment in the enclosed envelope: pay in person at our office located at 10575 Central Avenue, Montclair; pay online at www.MV.WD.ORG, or use the toll free 24-hour pay by phone number (855) 288-5242. We have an afterhours payment box located at the curb outside of our gate. Cash payments should be brought into our office during business hours. Payments received after our 7:30 AM pick-up will be posted to your account the following business day. Payments received in our office after 3:30 PM will be posted to your account the following business day.

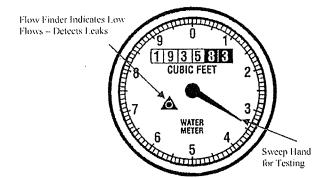
Past Due Balance
If there is a previous balance shown on this bill, it is PAST DUE and your water service may be subject to disconnection and additional fees. Recent payments may not be reflected on this bill. It is the customer's responsibility to assure that payments are received at the District's office in a timely manner. In accordance with applicable rules and regulations of the District, disconnection will occur for non-payment and water service will be restored only after full payment is made of all outstanding charges and reconnection fees.

Disputed Bills

Any questions concerning your bill should be directed to our Customer Service Representatives. They are available Monday through Thursday from 7:30 AM to 5:30 PM and Fridays 8:00 AM to 5:00 PM. Customer Service can be reached by dialing (909) 624-0035 x0. If they cannot satisfactorily respond to your inquiry, you may have the right to speak with the Customer Service Supervisor to discuss your concerns.

Meter Reading

We have scheduled your meter to be read approximately the same date every other month. It may be necessary on occasion to vary from this schedule due to holidays or unexpected circumstances. Safe access to your meter helps us provide you with accurate meter reads and billings.



How to Read Your Meter

Your meter is read from left to right, very similar to that of the odometer in your car. On most of the meters, we drop the last two digits; this is because we bill in units of one hundred cubic feet (HCF). One hundred cubic feet is equal to 748 gallons. In order to calculate the amount of water you have used in gallons, multiply the usage that is listed on your bill by 748. This reflects the number of gallons used for this two month billing cycle. To calculate your daily usage, divide the total gallons by the number of days in the billing cycle. If you have questions, please contact our office.

Justin Scott-Coe

From:

MVWD e-Waterline < listadmin@montevistawater.com >

Sent:

Thursday, June 13, 2013 6:23 PM

To:

Justin Scott-Coe

Subject:

IMPORTANT MESSAGE: Monte Vista Water District 2012 Annual Water Quality Report

Now Available

If this email does not look right, you can view it in your web browser.



Dedicated to Quality, Service and Innovation

June 13, 2013

In This Issue:

- Special Message
- **District News**
- Watch the Water

This is a special, one-time message to Monte Vista Water District's Online Bill Pay customers.



(Special Message

2012 Annual Water Quality Report Now **Available**



Attention Online Bill Pay Customers!

Monte Vista Water District's 2012 Annual Water Quality Report is now available online.

To read the Report, visit www.report.mvwd.org.

This Report contains important information about the source and quality of your drinking water. If you would like a paper copy mailed to your home, please call 909-267-2130. For more information about your water supply, visit www.mvwd.org and click "Your Water."

Spanish Translation:

El Reporte Anual de Calidad de Agua de Monte Vista Water District ya esta disponible electronicamente.

Para leer el Reporte, visite www.reporte.mvwd.org.

Este reporte contiene informacion importante acerca del origen y la calidad de su agua potable. Si desea una copia por correo, favor de llamar al 909-267-2130. Para mas informacion sobre sus fuentes del suministro de agua, visite www.mvwd.org y haga clic en "Your Water."



District News

Get a FREE Weather Based Irrigation Controller!

Save up to 30% more water on your landscape! Must be a single-family home, have more than 1,500 sq. ft. of landscape, and be replacing a non-weather based controller. <u>More...</u>



View all news items...



Watch the Water

Get a Free Irrigation Evaluation

Monte Vista Water District customers can get a <u>free</u> <u>evaluation</u> of their outdoor landscape irrigation system. Most homes use 60-70% of their water outdoors, and 2-3 times what they need to use. Learn how you can use less, and save! <u>More...</u>



View all Watch the Water items...

This is a special, one-time message sent to current Online Bill Pay customers. If you would like to sign up for the free e-Waterline email newsletter, sent out every 1-2 months, please visit www.mvwd.org.



© 2013 Monte Vista Water District 10575 Central Avenue / Montclair, CA 91763 909-624-0035

You are currently subscribed to e-Waterline as: jscottcoe@mvwd.org
To unsubscribe or manage your subscription, <u>click here</u>.



www.mvwd.org 10575 Central Avenue • Post Office Box 71 Montclair, California 91763

Attention Water Consumers!

Monte Vista Water District's Annual Water Quality Report is now available online!

To read the Report, visit www.report.mvwd.org

This Report contains important information about the source and quality of your drinking water. If you would like a paper copy mailed to your home, please call 909-267-2130. For more information about your water supply, visit www.mvwd.org and click "Your Water."

iAtención Consumidores de Agual

El Reporte Anual de Calidad de Agua de Monte Vista Water District ya esta disponible electrónicamente! Para leer el Reporte, visite www.reporte.mvwd.org

Este reporte contiene información importante acerca del origen y la calidad de su agua potable. Si desea una copia por correo, favor de llamar al 909-267-2130.

Para mas información sobre sus fuentes del suministro de agua, visite www.mvwd.org y haga clic en "Your Water."